

AMENDMENT TO TUSCOLA COUNTY RFQ
(FTBS 07-79001) FOR FAMILIES TOGETHER
BUILDING SOLUTIONS

Client Eligibility Criteria for this RFQ is amended to include the following:

- b. Families with children who are risk of out of home placement, maltreatment, and/or whose safety is at risk.

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount: 48,899.51 per year(\$146,698.53 total)	ITB Number DHS FTBS07-79001
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<p>Bid Description:</p> <p>Tuscola-Families Together Building Solutions</p>
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Due Date For Response: 8-28-06
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Contact Person Name: Laura Hendrick	Phone #: (989) 673-9181
E-Mail Address: HendrickL@michigan.gov	

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: **FTBS 07-79001**

Bid Submission Due Date & Time: **8-28-06 at 2:00 p.m.**

Geographic Area to be Served: **Tuscola**

Service Titles: **Families Together Building Solutions**

Anticipated Contract Begin and End Dates: **11-01-06**

Method of Reimbursement: **Yes** Actual Cost Unit Rate

Maximum Annual Contact Amount: **\$ 48,899.51** per year

Issuing Office: Department of Human Services **Tuscola**

Contact Person: **Laura Hendrick**

Telephone #: **989-673-9181** Fax #: **989-673-9216**

Email Address: **HendrickL@michigan.gov**

Pre-proposal Conference: (Date, time, location) **8-14-06 at 10:00 a.m. at Tuscola DHS**
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **8-14-06 2 p.m.**

Submit 7 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

Tuscola		
DHS Office		
1365 Cleaver Road		
Street Address		
Caro	MI	48723
City	State	Zip

The bidder must submit all inquires regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

|Any bidder wishing to serve more than one geographic area must submit a separate bid response for each geographic location that they wish to serve. Bid responses that combine more than one geographic area will not be considered for award.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS’ availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

|For the first contract period, the annual dollar amount will be prorated for the remainder of the year.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder’s fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939.	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
Completion: Mandatory.	
Penalty: Contract Invalid	

BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

Description of Services for Bid

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Tuscola.

B. Location of Facilities

The Contractor shall provide services described herein in facilities located at:

TBA

C. Client Eligibility Criteria

1. To be eligible for Families Together/Building Solutions (FTBS) services, clients must:

- a. Have an open Prevention or Protective Services or Foster Care reunification or Delinquency services case. Referrals shall be taken on a first-come/first-serve basis, as space is available. A waiting list shall be kept for the purpose of assessing service capacity.

2. Determination of Eligibility

DHS shall determine eligibility.

D. Credentials

- | The Contractor shall assure that appropriately credentialed or trained staff shall perform functions under this Agreement.

E. Services to be Delivered

Service #1 of 1: FAMILIES TOGETHER-BUILDING SOLUTIONS

1. Activities the Contractor shall perform:

The Contractor shall:

- a. All staff who have direct contact with youth or families on an ongoing basis shall have the following documentation in their personnel files

prior to having any direct contact with youth/families: documentation of a national criminal history background check, in accordance with the Volunteers for Children Act – amending the National Child Protection Act. Any prior convictions or other abnormalities must have written evidence of supervisory review and acknowledgement which justifies employment.

- b. Provide both supervisory staff and FTBS workers committed to and capable of adhering to the solution-focused model.
- c. Have all FTBS workers, supervisors, and program managers attend training arranged by the DHS that is tailored to the solution-focused model. Training materials acquired shall be incorporated into service delivery. New FTBS workers shall not take cases until a minimum core training (as defined by the DHS Community Supportive Services Program Office) has occurred and there is mutual agreement on worker's readiness between the Family Preservation Specialist, the assigned local DHS representative and the Contractor.
- d. Develop procedures for receiving referrals in consultation with the local DHS office referring units, in consultation with Community Supportive Services Program Office.
- e. Develop a written plan to deliver flexible monies averaging one hundred dollars (\$100.00) per family served, to be used for reinforcement tools or incidentals. The plan shall be submitted to and approved by the assigned Family Preservation Specialist.
- f. Provide service in the family's home or, at the family's request, a location (other than the Contractor's facility) mutually agreed upon by the Contractor and the family. Solution focused treatment groups may be held at a mutually agreed upon location as determined by the Contractor and assigned local DHS representative, in consultation with the assigned Family Preservation Specialist.
- g. Have the FTBS workers and supervisors work a flexible schedule determined by the needs of the family (rather than a standard eight to five schedule). The Contractor shall also submit, in writing, to the DHS, a plan outlining how FTBS program staff will meet availability requirements.
- h. Deliver the FTBS services to families for up to ninety (90) days with an option to extend services up to an additional ninety (90) days with written DHS approval based on consultation regarding goal progress with the family, worker, supervisor and referring source. The solution-

focused treatment group is a treatment option only after in-home assessment and intervention with the family has occurred. The solution-focused treatment group consists of weekly goal-oriented meetings co-led by FTBS staff. The solution-focused treatment group shall consist of a two (2) hour meeting held once per week. The group treatment modality shall consist of solution-focused goal pursuit tasks and solution-focused evaluation tasks utilizing key elements, in accordance with the solution-focused brief therapy model.

- i. Maintain a FTBS supervisory/direct service FTBS worker ratio as determined by program materials regarding workload.
- j. Have all FTBS supervisors participate in scheduled meetings, case consultation, case reviews, and ongoing training as necessary for contract compliance and determined by the local DHS representative and Family Preservation Specialist.
- k. The assigned local DHS representative, in consultation with the Family Preservation Specialist, shall familiarize the FTBS program staff with DHS policies and procedures and shall monitor staff for program and outcome compliance.
- l. Make accessible to the assigned DHS Family Preservation Specialist and assigned local DHS representative, full access to examine all administrative records for the purpose of contract monitoring.
- m. Have each full-time supervisor with a team of four (4) carry a minimum caseload of two (2) families per year. A part time supervisor/worker must carry a percentage of a worker caseload and percentage of a supervisor load.
- n. Assign the FTBS supervisor to accompany a new FTBS worker on at least one (1) home visit. For all FTBS staff, the FTBS supervisor shall accompany FTBS staff on other home visits as needed, but at least once per contract year. Feedback on supervisor accompanied visits shall be part of the weekly individual conference or team meeting.
- o. The FTBS supervisor shall schedule weekly FTBS meetings involving all staff to consult on solution-focused casework plans and activities.
- p. The FTBS supervisor shall conduct bi-weekly, individual, supervisory meetings with each FTBS worker. This shall be for the purpose of discussing each worker's families on a one-to-one basis, reviewing individual case progress and consulting on solution-focused casework plans.

- q. Have the FTBS supervisor co-facilitate a weekly goal and solution-focused treatment group consisting of FTBS parents/primary care-giver(s). The solution-focused group treatment format, goals, and time length shall be determined in accordance with the Solution-Focused Model for treatment groups.
- r. Have FTBS supervisors review and approve, by signature and date, all required service plans, progress and termination reports.
- s. Have the FTBS workers directly available to the family twenty-four (24) hours per day, seven (7) days a week. Each FTBS worker shall be available to the families specifically assigned to them. Home telephone numbers shall be given to families or another approved method of contact shall be established.
- t. Have each full time FTBS worker carry a minimum of twenty four (24) cases per year. A FTBS worker may be assigned a caseload of up to eight (8) families at a time. Exceptions to the full time caseload must be discussed with the assigned Family Preservation Specialist.
- u. Have the FTBS worker contact the family face-to-face within seven (7) working days of referral. An initial case staffing between the referring caseworker and FTBS worker shall occur in person or by phone within seven (7) days of the referral. The assigned FTBS worker shall maintain ongoing contact with the referring worker at a frequency sufficient to address the circumstance of each individual case.
- v. Have the FTBS worker provide service to the family for ninety (90) days with the option to extend service time. Family participation in the solution-focused treatment group can occur at any time during the intervention period. The FTBS worker shall average not less than three (3) hours of face-to-face contact per family, per week, during the period of intervention, not to exceed a total of one hundred eighty (180) days of service.
- w. When the solution-focus weekly group convenes, each FTBS worker shall co-facilitate this group on a rotating basis, with the FTBS supervisor.
- x. Complete regular evaluations of FTBS staff to assess knowledge of and compliance with the philosophy and intervention strategies of the FTBS model, which is a solution-focused brief therapy model of intervention.

- y. Require the FTBS worker, in consultation with the family, to write a service plan that is individualized for each family. This plan shall be sent to the DHS referring worker within thirty (30) days of referral to FTBS. Each thirty (30) days thereafter, a progress report shall be sent to the local DHS office. A termination report is due seven (7) days after the date of case closure.
- z. Have the FTBS worker provide a wide range of family-based solution-focused services to each family, based on the solution-focused brief therapy approach developed by Insoo Kim Berg. The services may include, but shall not be limited to:
 - 1) Building a positive family/worker relationship by utilizing solution focused interventions, such as complimenting, interviewing-as-intervention, positive reframing and exception-finding to engage the family members.
 - 2) Developing cooperation by:
 - a) Identifying the existing strengths of the family and the individual family members;
 - b) "Joining" with the family by emphasizing existing coping strategies, strengths, and skills and validating the family members' view of their situation;
 - c) Negotiating concerns of the family;
 - d) Empowering the family in positive solution-oriented goals formation and action steps;
 - e) Utilizing elements of the solution focused model such as:
 - the five-question interviewing technique;
 - compliments as intervention technique.
 - 3) Defining the situation/behaviors through:
 - a) The view of the referring worker, family, and FTBS worker;
 - b) Identify what the changed situation/behavior will "look like";

- c) Assisting the family members in creating a goals picture that addresses the situation/behaviors in behaviorally-specific terms.
- 4) Collaborative goal setting between the family, FTBS worker and referring worker by:
- Establishing solution-focused, behaviorally-specific goals that are:
 - .. time limited to ninety (90) days;
 - .. behaviorally specific as to the problematic situation/behaviors that need to change, and measurable as related to observable, positive replacement behaviors of the family members that coincides with the goals picture.
- 5) Intervening with the family through use of the "Five Question" technique:
- a) Utilize interviewing as an intervention;
 - b) Utilize recognition of pre-session changes made by the family;
 - c) Utilize "miracle question" technique as a means of eliciting family-driven hypothetical solutions to problems;
 - d) Utilize "exception finding" question technique to assist family in creating solutions to problems and for tracking progress;
 - e) Utilize "scaling" question technique with the family to increase cognitive skill level;
 - f) Utilize "coping" questions with the family to reinforce, maintain, and enhance positive changes and solutions to problems.
- 6) Enhance and increase family functions through the use of feedback and task building interventions:

- a) Giving family recognition for new behaviors demonstrated by family members utilizing compliments and self-complimenting techniques;
 - b) Enhance the family's ability to handle relapse and setback situations in a positive way utilizing exception finding and scaling questions;
 - c) Enhance positive changes by complimenting family members, assisting with social network strengthening, building links to family and community resources.
- 7) Enhance and increase appropriate and alternative parenting skills through solution-focused techniques.
- 8) Enhance household management skills through skill-building, solution-finding activities, such as:
 - a) Budgeting;
 - b) Exploring household management options/alternatives;
 - c) Scheduling daily routines;
 - d) Exploring social supports for family members;
 - e) Building linkages to community resources.
- 9) Enhance use of transportation networks, and transport the family when necessary to achieve treatment goals.
- 10) Enhance communication skills and conflict resolution skills.
 - a) Anger management;
 - b) Negotiation rationales and techniques;
 - c) Solution-finding approach to family conflicts;
 - d) Family relationship-building activities.
- 11) Enhance use of community resources and linkages with follow-up services in termination planning with the family when appropriate.
- aa. Discuss termination recommendations, in person, with the referring worker. The meeting shall occur no later than seven (7) days prior to anticipated closure of the case. The family may be invited to this meeting. A written termination report, using the required form, shall be submitted to the referring worker no later than seven (7) days after case closure.

- bb. Conduct a termination interview with the family to summarize the progress made during intervention and options for maintaining progress. The referring worker should be invited to the termination interview.
- cc. Have the FTBS worker send each family who terminates FTBS services a closure letter within seven (7) days, summarizing the progress the family has made during the intervention and reminding the family that a worker will conduct a follow-up interview at three-, six- and twelve months following case closure. Documentation of the follow-up interviews and case notes detailing whether the children have been successfully maintained in the family home will be retained in each family case record.
- dd. Administer required family satisfaction and referring worker questionnaires, developed by the DHS, upon termination of each case to determine satisfaction with FTBS services. A copy of the completed forms shall be kept in each family case record.
- ee. Participate in quality assurance activities as designed by the DHS and/or Family Preservation Specialists.

2. Volume of Service

Clients - The estimated number of unduplicated eligible clients to be served during the period of this Agreement shall be: 18

3. Unit Definition(s): One unit equals one family served with the appropriate services within the prescribed time frames listed in the service description.

REQUEST FOR QUOTE - RATING CRITERIA

This request for quote/proposal will not be reviewed and the bidder will be disqualified from further consideration for award if:

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications

(Maximum points 20)

A. Agency

1. Has bidder ever performed similar services for DHS or another purchaser?

Considerations:

- . How recently were services provided and for what duration?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
 3. Does the bidder demonstrate successful collaborate working relationships with other relevant community systems and have documented increased outcomes for clients:

B. Staff

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- . Length of experience
 - . Similarity of experience to services to be required
2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required.

- Is supervisory staff required to have an appropriate level of direct care experience?
3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- Length of experience
 - Similarity of experience to services to be required
 - Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
 - Will the service provided correspond to DHS' needs?
 - Does current administrative staff have previous work experience in directly providing these similar services?
 - Does current administrative staff have appropriate previous work experience in human service administration?
4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

C. Education

1. Are educational requirements appropriate for each of the following types of staff?
 - Length of experience
 - Supervisory
 - Administrative
2. Does the bidder provide an acceptable level of training for new staff?
3. Does the bidder have an acceptable level of on-going training to staff?

D. Performance

1. If this or similar services were provided to DHS previously:
 - Were the terms of the agreement fulfilled satisfactorily?
 - Was DHS satisfied with the quality of services provided?
 - If not, did the bidder submit and implement appropriately corrective action plan?
2. If these or similar services were provided to other purchasers:

- Were the purchasers satisfied with the services provided?
- Were the services monitored by the purchasing agency?
- If yes, were monitoring reports satisfactory?

II. Program Implementation (Work Plan)

(Maximum points 20)

A. Service Delivery

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population?
- 3.. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
4. Is the bidder assessment process relevant for program eligibility and intent
 - Strength based; solution focused
 - Client centered
 - Timely after referral
5. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
6. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
2. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?

3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?
4. Does the bidder have an acceptable turnover rate for direct care staff?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

C. Support Activities

1. Is the facility large enough to meet the demand for services in the geographic service area?
2. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?

III. Outcomes

(Maximum points 20)

- A. Were behavioral outcomes of services provided to DHS or other purchasers satisfactory?
- B. Was the bidder able to demonstrate ability to establish and achieve outcome goals?
- C. Were behavioral outcome goals that were established for the services appropriate?
- D. To what degree were outcome goals achieved? For what percentage of population served were goals achieved? What percentage of goals was achieved?
- E. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services?

IV. Fiscal Resource Allocation

(Maximum points 30)

- A. Does bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?

- B. Is supervisory and administrative support adequate with respect to appropriately
- . Consultation
 - . Back-up
 - . Span of control
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?
- D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- F. Does proposal specifically identify what resources bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
- G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- H. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?
- I. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

V. Availability/Accessibility

(Maximum points 10)

- A. Does bid response adequately describe how bidder will identify the client population?
- B. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during non-traditional service hours?
- C. Is the bidder able to provide services at times when most clients can access them?

- D. Is the bidder's plan for addressing client language barriers feasible and appropriate?
- E. Does the bidder have an appropriate plan for serving clients with physical disabilities?
- F. Is the bidder's plan for use of specific assistance funds reasonable and appropriate to achieve program goals?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us/>
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name: _____

2. Bidder Mailing Address: _____

Bidder E-mail Address: _____

Bidder Fax Number: _____

3. Bidder Mail Code: _____ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

_____ private, non-profit _____ private, proprietary _____ public _____ university

5. Bidder's fiscal year begin date: _____ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

A. Bidder Experience/Qualifications

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
 - Brief description of service provided;
 - Recipient of service;
 - Dates of service provision;
 - Describe the degree of similarity between related services the bidder has provided and the services being bid;
 - Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
 - Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
 - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and

comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

B. Work Plan (Program Implementation)

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery.
2. Prepare a description of the way in which service would be provided to a client.
 - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.
4. **Supervision**

Describe when and how staff will be supervised.
5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
6. Explain how client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
8. How will the bidder interact with other agencies involved with the client's plan of treatment?

- . Court
- . DHS
- . Other Agencies

8. **Curriculum** - For teaching and/or training services, provide a copy of the curriculum that will be used. If not applicable to your service, enter N/A.

If the curriculum is specified in the RFQ and must be followed as outlined, indicate "Will follow required curriculum." Identify all audio-visual and/or training aids that will be used.

C. Achievement of Outcomes

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. What percentage of outcomes will be achieved for clients served?

D. Availability

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Special assistance
 - . How available
 - . How used and when
5. Other

Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

E. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

F. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

BIDDER NAME:

PRICE QUOTATION

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1:

Unit Definition:

a. Price per unit of service: \$_____/unit

Service #2 (if applicable):

Unit Definition:

a. Price per unit of service: \$_____/unit

Service #3 (if applicable):

Unit Definition:

a. Price per unit of service: \$_____/unit

Service #4 (if applicable):

Unit Definition:

a. Price per unit of service: \$_____/unit

Bidder: Submit this form in a separate envelope with the budget.

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name *	
County	Type of Service

CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
**MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

* Please provide information on staffing only for services to be provided for the request for quote/contract.

**Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, place the position in whatever category the bulk of the individual's time will be spent.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

RESOURCE GRID

MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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